

Top 10 Things You Should Know... About The UI System When Filing Your Claim



Unemployment Insurance provides temporary financial assistance to qualified individuals who meet eligibility requirements of State law. Each person who collects Unemployment Insurance benefits is legally responsible for making sure he or she follows the rules set by state law.

The program is not a right to all who have lost their job.

Keep these top ten key facts in mind when you are filing for UI benefits to ensure accurate and quick payment of benefits:

For more information contact:
North Carolina
Department of Commerce
Division of Employment Security
WWW.NCESC.COM

1. Accurately Report the Reason You Are Unemployed. Accurately report your reason for separation from your job when you initially file your claim for benefits.

2. Report Any Wages You Are Earning. You must report your gross wages for each week you work. Report on all earnings – including part-time or temporary work.

3. Register with the North Carolina Division of Workforce Solutions.

You must register for work with NCWorks Online by visiting www.NCWorks.gov and creating an online account. Click on the 'Not Registered?' link and then select 'Individual' under Option 3 –Create a User Account. The website will then guide you through the steps to complete your account setup. If you've previously registered and it has been more than 90 days since you have logged in to the website, you must visit NCWorks.gov and verify your information in order to reactivate your account. If you fail to register for work at www.NCWorks.gov by setting up an NCWorks Online account or maintain an active account, your benefits may be delayed or denied. While you're logged in to NCWorks Online, you may check out the many resources the Division of Workforce Solutions (DWS) has online to assist you with your re-employment efforts.

4. Be Available for Work. In order to collect benefits, you must continually verify that you are able, available and willing to accept suitable work.

5. Actively Search for Work. To be eligible for unemployment insurance benefits, a claimant must make valid job contacts with potential employers for **EACH WEEK** claimed. If you filed your claim on or after July 1, 2018, you must make a total of **three (3) contacts** with potential employers for each week claimed. If you filed your claim prior to July 1, 2018, you must make a total of **five (5) contacts** with potential employers for each week claimed. Record your **work search contacts** on Form [NCUI 506E, Work Search Record](#). If you are selected for participation in a reemployment program, you will be required to show documentation of your work search efforts. Keep all work search records after you stop filing and go back to work. Retain these records for five years after your claim has ended.

6. Develop an Effective Work Search Plan. Contact the NC Division of Workforce Solutions for help with planning an effective work search. The link to find your local [Workforce Office](#) is provided for your convenience.

7. Avoid Errors and Ensure Proper Payment of Benefits. To prevent errors that may result in an overpayment, read all of the information provided to you.

8. Don't Delay – As Soon As You Begin Working Again, Report Your Return to Work. As soon as you begin working, notify your state's UI office. Do not wait until you receive your first paycheck.

9. Follow the Rules to Prevent Yourself from Committing Fraud. Anyone who collects UI benefits is legally responsible for following the rules. Failure to follow the rules can have serious consequences.

10. Know Your Responsibilities and Ask for Help. Navigating through the UI system can be confusing. If you have a question, your state UI office is here to help. You can contact us by visiting our website at www.ncesc.com or calling 1-888-737-0259.